



# UEFA EURO 2020 Accessibility Monitors

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## CAFE Information Pack April 2021

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Alternative formats of this document are available upon request. Please contact CAFE:

**+44 (0)208 065 5108**

**[info@cafefootball.eu](mailto:info@cafefootball.eu)**

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# Accessibility Monitors at UEFA EURO 2020

The Centre for Access to Football in Europe (CAFE) is seeking to appoint 12 volunteer Accessibility Monitors for UEFA EURO 2020, taking place in 12 host cities across Europe from 11 June to 11 July 2021.

Due to the ongoing Covid-19 pandemic, it is not yet known if UEFA EURO 2020 will take place with supporters at venues. However, should the tournament take place with spectators present, CAFE has been commissioned by UEFA to deliver the official UEFA EURO 2020 Respect Access for All project, which aims to ensure an accessible tournament for all disabled spectators.

As part of this project, CAFE will appoint one locally based wheelchair user from each host city to attend a minimum of one UEFA EURO 2020 match, up to a maximum of two to evaluate the accessible services and facilities available in and around the stadiums. Accessibility monitors will also be asked to provide feedback on Covid-19 safety measures and protocols in place at the stadium.

Accessibility Monitors will also help identify any areas of concern that may impact other disabled fans attending the tournament.

Accessibility Monitors will attend the opening match at each host venue and will provide a detailed report to CAFE on their experiences. It may be necessary for accessibility monitors to attend the second match at the venue to provide further information on if areas of concern have improved since their original visit. CAFE will confirm with if a second visit to a venue is needed to chosen Accessibility Monitors as soon as it is possible to allow for the monitor to make the necessary arrangements for travel.

Accessibility Monitors will receive a complimentary match ticket. If required, Monitors will also be able to apply for a complimentary companion ticket and accessible parking permit for each match. Accessible parking permits are subject to availability.

## Aim of the Accessibility Monitor Role

Matchday feedback from disabled spectators is vital in improving access and inclusion for all. The aim of the CAFE Accessibility Monitor role is to support UEFA, CAFE and the host stadium to ensure a truly accessible tournament by providing detailed, accurate and timely feedback on their matchday experience.

UEFA and CAFE also hope this feedback encourages long-term improvements for local disabled fans after the tournament. CAFE will be sharing Accessibility Monitor reports with UEFA and the host venues, so that any changes can be made before the next match played at the stadium.

## Responsibilities of Accessibility Monitors

Accessibility Monitors will be asked to evaluate and provide information on accessible services, facilities available during UEFA EURO 2020, and report any issues affecting the experience for disabled spectators.

Accessibility Monitors will be required to complete a detailed evaluation form, provided by CAFE, within 24 hours of the final whistle of the match they have attended.

Where possible, Accessibility Monitors are also asked to provide photographic evidence of any areas of concerns, or good practices identified at the stadium.

Each completed evaluation form should be returned to CAFE via an online submission or via email. Accessibility Monitors may be contacted by CAFE for further information or clarification up to 48 hours after the end of each match they attend.

- Consider the entire matchday journey. This includes travelling to the stadium, getting around the stadium, facilities available inside the stadium, leaving the stadium, and reaching the stadium's transport hubs after the final whistle.
- Consider the matchday journey from the perspective of differently disabled people.
- Provide feedback on positive experiences as well as any issues encountered. Examples of positive experiences could include good sightlines, or accessible drop-off points close to the stadium entrance.
- Provide as much relevant and detailed information as possible. This could include location and time of an issue (e.g. seating block and stand, during half time).
- Review accessible services provided at the stadium, such as audio-descriptive commentary (ADC), accessible shuttle services or accessible golf buggies (if available or used).
- Review accessible amenities within the stadium, including accessible toilets, food and drink kiosks, and seating areas.
- Provide feedback on interaction with matchday stewards and UEFA volunteers.
- Provide feedback on Covid-19 health and safety measures in place at the stadium
- Report any incidents of discriminatory or inappropriate behaviour, or abuse of disabled people.

## Requirements of the role

- Accessibility Monitors must reside in their appointed host city.
- Accessibility Monitors must confirm their availability for all nominated matches played in their host city (please see Appendix I for fixture dates).
- Successful applicants must take part in an online training session provided by CAFE via video conference tool, Zoom, in May 2021.
- Prior to the online training session, successful applicants will be asked to sign an agreement and accept the **terms and conditions** of the role
- Applicants must provide CAFE with valid **proof of disability** alongside their application to be considered.
- To facilitate communication, Accessibility Monitors should have a good level of English, but this is not compulsory and Accessibility Monitors can complete their evaluation forms in their native language if preferred.
- Accessibility Monitors should be easily contactable via email or phone in order to send reports to CAFE and clarify any queries.

## How to apply

To apply to become a CAFE Accessibility Monitor during UEFA EURO 2020, please complete our **online application form**.

Alternative formats are available upon request.

Please send your proof of disability via email to **monitors@cafefootball.eu**. Please ensure you add your full name and the relevant host city in the subject line of your email.

Closing date for applications is 17:00 BST on Friday 23 April 2021.

CAFE will confirm if your application has been successful or not, within five working days of the closing date.

## Contact details

If you have any questions or would like for further information on the CAFE Accessibility Monitor project, please contact CAFE Fan Liaison and Access officer Amy Wilson by email at **amy@cafefootball.eu**, or call +44 (0) 7960 579305 weekdays from 09:00 to 17:00 GMT.

# About CAFE

## **We are here for all disabled sports fans.**

Live sport provides an amazing and positive experience, and everyone deserves access to that.

Our approach is to take away existing barriers. We use 'total access' as our focus, harnessing the power of sport to act as a catalyst for disability-inclusive change in wider society.

We work with disabled fans and stakeholders, empowering them to take their place at the heart of live sport as fans, employees, volunteers and leaders, and to make positive and inclusive change in their local clubs, national leagues and global tournaments.

We partner with organisations across live sport, from smaller leagues through to national associations and international bodies, supporting them to put access, opportunity and experience for every single disabled person at the centre of what they do.

Removing the barriers to accessing live sport benefits everyone.

Our vision is a world where disabled people are a key part of the global sporting landscape, as fans, employees, volunteers and leaders, so that everyone has equal opportunities to contribute in an accessible, inclusive and welcoming environment.

## **Sport | Accessibility | Inclusion for disabled people**

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